



**[BILLING CODE 6050-28-P]**

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

**Guidance for Agency Information Collection Activities: Proposed Collection;  
Comment Request; Generic Clearance for the Collection of Qualitative Feedback on  
Agency Service Delivery**

**AGENCY:** Corporation for National and Community Service (CNCS).

**ACTION:** Guidance for CNCS Notices, with request for comments.

**SUMMARY:** CNCS is submitting the below information for future CNCS Federal Register Notices in accordance with the Paperwork Reduction Act of 1995, Pub. L. 104-13, (44 U.S.C. Chapter 35). As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, OMB is coordinating the development of the following proposed Generic Information Collection Request (Generic ICR): “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA) ([44 U.S.C. 3501](http://www.gpo.gov/fdsys/pkg/44USC3501/pdf/44USC3501.pdf) et. seq.). This notice announces that CNCS intends to submit collections to OMB for approval and solicit comments on specific aspects for the proposed information collection.

**DATES:** Comments must be submitted **[INSERT DATE – 30 DAYS AFTER PUBLICATION IN FEDERAL REGISTER]**.

**ADDRESSES:** Comments may be submitted, identified by the title of the information collection activity, to the Office of Information and Regulatory Affairs, Attn: Ms. Sharon Mar, OMB Desk Officer for CNCS, by any of the following two methods within 30 days from the date of publication in the **Federal Register**:

(1) By fax to: 202-395-6974, Attention: Ms. Sharon Mar, OMB Desk Officer for CNCS; and

(2) Electronically by e-mail to: [smar@omb.eop.gov](mailto:smar@omb.eop.gov).

**FOR FURTHER INFORMATION CONTACT:** To request additional information, please contact Amy Borgstrom, Associate Director of Policy, at 202-606-6930 or e-mail to [aborgstrom@cns.gov](mailto:aborgstrom@cns.gov). Individuals who use a telecommunications device for the deaf (TTY-TDD) may call 1-800-833-3722 between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday through Friday.

**SUPPLEMENTARY INFORMATION:**

*Title:* Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

*Abstract:* The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

No comments were received in response to the 60-day notice published in the Federal Register of March 5, 2014 (79 FR 12493).

*Current Actions:* New collection of information.

*Type of Review:* New Collection.

*Affected Public:* Individuals and Households, Businesses and Organizations, State, Local or Tribal Government.

*Respondents:* 2,000.

*Annual responses:* 2,000.

*Frequency of Response:* Once per request.

*Average minutes per response:* 15.

*Burden hours:* 500.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget Control Number.

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Amy Borgstrom

Associate Director of Policy

June 12, 2014

Date

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